

Remington Arms Co., Inc.  
Product Service  
Legal Case #:9324

## Case Information

RE#	Date Opened	Date Opened(PS)	Date Closed	Incident Date	Pre Lit	Lit	Obsolete
324731	10/21/2013	10/22/2013	10/22/2013				

## Customer Information

Type	Business	First Name	Last Name	Street	City	State	Zip	Age	Contact
Incident		Michael	Henley	28 Remount Rd	North Little Rock	AR	72118		H 501-753-0850 E henley@aristotle.net

## Incident Information

Claims	Codes	Repair Est.	Medical Treatment	Medical Status
PI				
PD				
Unexplained Discharge -	Cause:4038	Could Not Duplicate Concern		
S No Mention of Safety Position	Concern:1025	Unexplained Discharge - No Mention of Safety Position	Unknown	
C				

Per SR00064222 Service Request Section, "Customer request "Please load 3 in magazine and close on empty chamber, cycle bolt for function. Consumer stated firearm dry fired on live shell, released trigger and then fired unexpectedly." jbi

## Firearm Information

Mfg.	Type	Model/Ga.	SKU	Serial	Bbl.	DOM
Remington	CF/BA	700/300 WBY MA	N/A	E6585180	XT	12/16/1999
Date Purchased	Where Purchased	Accessories	Original Owner			
	SPORTS SOUTH INC	SCOPE,RINGS,TWO PIECE BASE,HARD CASE	U			

CONCERN:FIRE UNEXPECTEDLY

Ammunition Information - None Defined

Other Products Information - None Defined

## Settlement

Remington/700/CF/BA

Settlement	Release of Claims	Release Date	Reimbursement	Cash Settlement	Reim. Date APV	Cash Date APV
Replace trigger, check over and test fire at 50% discount						
	Repair/Replacement Cost	Repair/Replacement Date				

10/23/13: Per Ilion, "could not duplicate concern at bench. To restore confidence in rifle can offer to replace trigger

[http://cps03sp01.remington.com:99/Remington\\_PSA/PrintDisplay.aspx?ID=9324&Type...](http://cps03sp01.remington.com:99/Remington_PSA/PrintDisplay.aspx?ID=9324&Type...) 10/28/2013

assembly, check over and test fire at 1/2 normal cost." jbi 10/24/13: I called and left message for Michael Henley to return my call. jbi 10/28/13: I received call from Michael Henley, he approved quote with a credit card. jbi

## Examination[Remington/CF/BA]

Part	Sub-Part	Code	Comment
Examination	Examiner		B.TRAVIS
	Exam Date		10/22/2013
	Product Type		RF
	Action Type		A
	Assigned To		S.NICHOLS
Cause	4038	Could Not Duplicate Concern	
Barrel	Description		26" 300 WBY MAG
	Date Code		XT
	Bore Plugged	False	
	Bulged	False	
	Fired	False	
	Fired while Obstructed		
Bolt	Muzzle/Crown Condition	Slightly Worn; Functioning	
	Firing Pin	Slightly Worn; Functioning	
	Shroud	Slightly Worn; Functioning	
	Face	Slightly Worn; Functioning	
	Handle	Slightly Worn; Functioning	
Extractor	Stop	Slightly Worn; Functioning	
	Condition	Slightly Worn; Functioning	
	Cut Condition	Slightly Worn; Functioning	
Locking	Ext/Eject Test	False	
	Block Condition	---Select---	
	Lug Condition	Slightly Worn; Functioning	
Overall	Notch Condition	---Select---	
	Exterior Condition	Slightly Worn; Functioning	
	Stock Condition	Slightly Worn; Functioning	MARS SCRATCHES
Receiver	Fore End Condition	---Select---	
	Condition	Slightly Worn; Functioning	
Safety	Bulged	False	
	Description		STANDARD SAFETY
Sear	Function	Like new; Functioning	
	Lift	---Select---	N/A
	Notch	Slightly Worn; Functioning	
Feeding Test	Tests	Test Fired	False
		False	
	Condition	Slightly Worn; Functioning	DIRTY,SOME LITE RUSTING
	Pull	---Select---	5.5#

Trigger	Altered	False	SEALANT PRESANT
	Sub-Assembly	M/700 Non-Bolt Lock	

# Quotation

Remington Service  
PO Box 700  
Madison, NC 27025-0700

# Estimating Report

Parts and Repairs: P:800-243-9700/F:336-548-7801

www.Remington.com

**All PRICES QUOTED ARE IN EXCHANGE FOR REPLACED PARTS.**

THIS IS NOT AN INVOICE. THIS IS AN ESTIMATE TO REPAIR, RECONDITION, OR REPLACE THE ITEM(S) DESCRIBED BELOW. IF THIS IS SATISFACTORY, PLEASE APPROVE BY SIGNING BELOW AND RETURNING TO THE ABOVE ADDRESS. REPAIR TO TAKE APPROXIMATELY (6) WEEKS AFTER RECEIPT OF APPROVAL. IF WE DO NOT RECEIVE YOUR APPROVAL IN 21 DAYS, WE WILL RETURN THE ITEM(S) AS RECEIVED, POSTAGE DUE.

<b>Repair Number</b> RE00324731	<b>Serial Number / Description</b> E6585180 Model 700 Center Fire Caliber: 300 WBY MAG W/SCOPE	<b>Date Received:</b> 10/21/2013 <b>Estimate Date:</b> 10/22/2013 <b>Date Printed:</b> 10/24/2013						
<b>Customer:</b> MICHAEL HENLEY 28 REMOUNT ROAD NORTH LITTLE ROCK, AR 72118 US		<b>Return To:</b> MICHAEL HENLEY 28 REMOUNT ROAD NORTH LITTLE ROCK, AR 72118 US						
Please Circle One: VISA MC DISCOVER Card No. _____ Exp.Date _____ Open Account: R _____ PO Number: _____								
Approval Signature: _____ Date: _____ Daytime Phone: (____) _____ Time to Call: _____ <input type="checkbox"/> If you desire any change, please use the reverse side for your comments and mark this box.								
<b>Reported</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION		<b>Problems Found</b> M123 - FORWARD TO PRODUCT SERVICE FOR INSPECTION						
<b>Technician Comments</b> could not duplicate concern at bench.to restore confidence in rifle can offer to replace trigger assembly,check over and test fire at 1/2 normal cost.								
<b>ESTIMATE (note: C.O.D./Shipping and Handling Charges are NOT Included in this Quote.)</b>								
<b>Material</b>	<b>Type</b>	<b>Description</b>	<b>Qty Needed</b>	<b>Warranty</b>	<b>Qty From Inv</b>	<b>Price</b>	<b>Disc</b>	<b>Amount</b>
F305570B	Part	X-MARK PRO 700 TRIG ASSB RH BLACK (OS)	1	Billable	1	97.00	50	48.50
4000114	Service	GR-SHIPING & HANDLING (GUN REPAIR)	1	Billable	1	17.00	0	17.00
4000119	Service	GR-TEST	1	Billable	1	23.00	50	11.50
						<b>Sub Total:</b>		<b>77.00</b>
						<b>Est Sales Tax:</b>		<b>3.56</b>
						<b>Grand Total:</b>		<b>\$80.56</b>

Repair Number: RE00324731 Serial: 6585180 Scope: 700 Center Fire Caliber: 300 V&V/K&S WISCONSIN Produced: 12/10/1993 Repair  
CMT: 2

Verify Repair: 9324

Repairs: 1 New 10/10/2013 3:29:34 PM

ADDRESS OF ORIGINATOR

Customer: MICHAEL HENLEY  
Address 1: 28 REMOUNT ROAD  
Address 2: PO Box  
City: NORTH LITTLE ROCK  
State: AR Zip Code: 72118 Country: USA

Return To: MICHAEL HENLEY  
28 REMOUNT ROAD  
PO Box  
NORTH LITTLE ROCK  
AR Zip Code: 72118 Country: USA

PF1 PF2 PF3 PF4 PF5 PF6 PF7 PF8 PF9 PF10 PF11 PF12 PF13 PF14 PF15 PF16 PF17 PF18 PF19 PF20 PF21 PF22 PF23 PF24 PF25 PF26 PF27 PF28 PF29 PF30 PF31 PF32 PF33 PF34 PF35 PF36 PF37 PF38 PF39 PF40 PF41 PF42 PF43 PF44 PF45 PF46 PF47 PF48 PF49 PF50 PF51 PF52 PF53 PF54 PF55 PF56 PF57 PF58 PF59 PF60 PF61 PF62 PF63 PF64 PF65 PF66 PF67 PF68 PF69 PF70 PF71 PF72 PF73 PF74 PF75 PF76 PF77 PF78 PF79 PF80 PF81 PF82 PF83 PF84 PF85 PF86 PF87 PF88 PF89 PF90 PF91 PF92 PF93 PF94 PF95 PF96 PF97 PF98 PF99 PF100

Condition / Condition Problems / Service / History / Status / Shipping / Other

Condition Information

Phone: 501 753 0859  
Fax: 501 753 0875  
Email: mhenley@aristotle.net  
Comments: ONE SHOT

Received Condition

Good

Condition Notes

Consumer stated item  
is not on the shelf.  
Returned to the store  
and then  
first inspection.

Accessories Received

Code	Desc	Qty
A001	With Scope	2
A010	Hard Case	1
A015	Scope	1
A016	Scope Base	2
A017	Scope Rings	2

Repair Search Refresh Close



MICHAEL HENLEY  
PRESIDENT

Fax: (501) 753-0875 Phone: (501) 753-0850  
28 REMOUNT RD • NO. LITTLE ROCK, AR 72118  
henley@aristotle.net

Serial Number: E6585180

Model: 700



RE00324731

RECEIVED  
OCT 23 2013

BY: .....

could not duplicate at bench.  
To restore confidence in rifle  
was offer to rep T.A. check  
over + test at 1/2 cost.

Q











